BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED

Bid Enquiry No: BESCOM/2025-26/SE0286

Digitalisation of Consumer Grievance Redressal Forum (CGRF) process and Auto escalation of complaints in BESCOM, MESCOM, HESCOM and GESCOM

TECHNO - COMMERCIAL SHEETS

NOTE:

BIDDERS TO READ CAREFULLY

Bangalore Electricity Supply Company Limited

Digitalisation of Consumer Grievance Redressal Forum (CGRF) process and Auto escalation of complaints in BESCOM, MESCOM, HESCOM and GESCOM

BID PROPOSAL SHEET

Bid Enquiry No: BESCOM/2025-26/SE0286

Bidder's Name & Address :	
Bid Proposal Reference :	
E-Mail Address:	
GST Number	

To,
The General Manager (Customer Relation),
Corporate Office, BESCOM,
K. R. Circle, Bengaluru – 560 001

Dear Sir,

Sub : Bid proposal for Digitalisation of Consumer Grievance Redressal Forum (CGRF) process and Auto escalation of complaints in BESCOM, MESCOM, HESCOM and GESCOM

1 We, the undersigned Bidder, having read and examined in detail the specifications and all the Bidding documents of the said work and hereby proposed for:

Bid proposal for Digitalisation of Consumer Grievance Redressal Forum (CGRF) process and Auto escalation of complaints in BESCOM, MESCOM, HESCOM and GESCOM

2 **PRICES AND VALIDITY :**

2.1 The price basis are as per the clause 12.0 of IB.

2.2 The taxes and duties are as per clause 12.0 of IB.

2.3 We declare that we have noted and considered Clause 12.0 of Section IB of Bid Document regarding Taxes and Duties and quoted our Prices accordingly. We urther agree for TDS as per Statutory stipulations.

2.4 The Bid Prices, the Price components for the entire scope of the work as mentioned in the price schedule in E-procurement portal.

3 **CONSTRUCTION OF THE CONTRACT** : We, declare that we are making the Offer on the basis of supply and erection contract in accordance with all Clauses of "Instruction to Bidders (IB)" of Vol I of Bid Document.

4 We having studied clause 14.0 of Section IB , relating to Tax and we hereby, declare that if any income-tax, surcharge on income tax or any other corporate tax is attracted under the law, we agree to pay the same.

5 **Bid Security** : We have paid a Bid Security as per clause 9.0 of Section IB.

6 **Deviations :**

6.1 We further confirm that Specified Stipulation of following Clauses are acceptable to us and No Deviation / Exceptions are taken on any account whatsoever in the following Clauses.

a.	Terms of Payment:	Clause 7.0 of Section –3, General Terms of Contract-GTC.
b.	Bid Security	Clause 8.0 Section –1, Instruction to Bidder-IB
c.	Contract Performance Guarantee	Clause 4.0 of Section –3, General Terms of Contract-GTC.
d.	Liquidated Damages for delay & Penalty for Delay in Execution of the Work.	Clause 4.0, 8.0 & 9.0 of Section –3, General Terms of Contract-GTC.
e.	Price basis and Currencies	Clause 10.0 & 12.0, Section–1, Instruction to Bidder-IB.
f.	Guarantees	Clause 12.0 Section–2, Section-2 Scope of Work-SW
g.	Contract Period	Clause 3.0 Section –3, General Terms of Contract-GTC.
h.	Taxes and Duties	clause 12.0, Section–1, Instruction to Bidder-IB.

Further, we agree that additional conditions, if any, found in the Proposal Documents other than those stated in Deviation Schedules, save that pertaining to any rebates offered, shall not be given effect to.

7 **PERFORMANCE GUARANTEE ;** We declare that the ratings and performance figures of the equipment to be supplied and erected by us are guaranteed.

8 **BID PRICING :** We further, declare that the Prices stated in our Proposal are in accordance with your 'Instructions to Bidder's Section-1 of the Bid Documents.

9 **QUALIFICATION DATA :** We confirm having uplaoded the Qualification Data, as required by you in your 'Instruction to Bidders' included in Section -A along with this Proposal. Further we have filled in the information for Qualification Requirements in Schedule 3. In case you require any further information in this regard, We agree to furnish the same in time.

10 **CONTRACT PERFORMANCE GUARANTEE ;** We further agree that if our Proposal is accepted, we shall provide an irrecoverable Contract Performance Guarantee, as mentioned in clause 4 of GTC Section-C. in favour of General Manager (Elec.), Customer Relations, BESCOM.

12 **BID PRICING :** We further, declare that the Prices stated in our Proposal are in accordance with your 'Instructions to Bidder's Section-A of the Bid Documents.

13 **CHECK LIST :** We have included a Checklist duly filled in Schedules.

14 We, hereby, declare that only the Persons or Firms interested in this Proposal are named herein as Principals and that no other Persons are interested in the Proposal or in the Contract to be entered into, if we are awarded the Contract, and that this proposal is made without any connection with any other Person, Firm or Party likewise submitting a Proposal and that this Proposal is in all respect for and in good faith, without collusion or fraud.

15 We declare, in case our bid is accepted, that until a formal Contract is prepared & executed, this bid together with your written letter of acceptance thereof and your notification of award / letter of Intent shall constitute a binding contract between us. We further understand that you are not bound to accept the lowest or any bid you may receive.

Dated this ……..……..……day of……..……2025

Thanking you, we remain,

Yours faithfully,

Date	
Place	

Signature	
Printed Name	
Designation	
Common Seal	

Business Address

Country of Incorporation (State or Province to be indicated)

Name and Address Principal Officer

Bangalore Electricity Supply Company Limited

SCHEDULE-1 COMMERCIAL TERMS AND CONDITIONS

SHEET FOR TECHNOCOMMERCIAL OPENING

Bid Enquiry No: BESCOM/2025-26/SE0286

Digitalisation of Consumer Grievance Redressal Forum (CGRF) process and Auto escalation of complaints in BESCOM, MESCOM, HESCOM and GESCOM

Please fill Only in the Light Blue Couloured Cell.

Bidder's Name & Address along with GSTIN Number :

To,

The General Manager (Ele),
Customer Relation, BESCOM,
3rd floor, Corporate Office, K.R.Circle,
BANGALORE - 560001.

STATEMENT OF COMMERCIAL TERMS AND CONDITIONS

Sl. No.	Particulars	Details
1	Bid proposal form furnished. (YES/NO)	
2	No deviation certificate furnished. (YES/NO)	
3	Bid Security (EMD) (details to be entered)	
4	Validity of the Bid. (To be quoted)	
5	Qualifying Requirements. (Furnished/ Not furnoshed)	
6	Financial capability (Furnished/Not furnished)	
7	Price Basis. (Accepted/Not accepted)	
8	Taxes & Duties (Accepted/Not accepted)	
9	Completion Schedule (Accepted/Not accepted)	
10	Guarantee (Accepted/Not accepted)	
11	Payment Terms (Accepted/Not accepted)	

Date		**Name**	
Place		**Designation**	
		Name of the Company	

Bangalore Electricity Supply Company Limited.

SCHEDULE 2 ADDITIONAL INFORMATION

SHEET FOR TECHNOCOMMERCIAL OPENING

Digitalisation of Consumer Grievance Redressal Forum (CGRF) process and Auto escalation of complaints in BESCOM, MESCOM, HESCOM and GESCOM

Bid Enquiry No: BESCOM/2025-26/SE0286

ADDITIONAL INFORMATION
NOTE: 1) SHALL BE FURNISHED WITHOUT PRICES

Please fill Only in the Light Blue Couloured Cell.

Bidder's Name & Address along with GSTIN Number :

To,

The General Manager (Ele),
Customer Relation, BESCOM,
3rd floor, Corporate Office, K.R.Circle,
BANGALORE - 560001.

We have enclosed (uploaded) with our proposal the following additional information.

Sl. No.	Brief Description of information	Ref. and Page No.

Date

Place

Printed Name

Designation

Company seal

Bangalore Electricity Supply Company Limited

SCHEDULE - 3 (1 of 5) : TECHNICAL QUALIFYING REQUIREMENTS

SHEET FOR TECHNOCOMMERCIAL OPENING - WORK EXPERIENCE

Digitalisation of Consumer Grievance Redressal Forum (CGRF) process and Auto escalation of complaints in BESCOM, MESCOM, HESCOM and GESCOM

Bid Enquiry No: BESCOM/2025-26/SE0286

Please fill Only in the Light Blue Couloured Cell.

Bidder's Name & Address along with GSTIN Number :

TO,
The General Manager (Ele), Customer Relation, BESCOM, 3rd floor, Corporate Office, K.R.Circle, BANGALORE - 560001.

The details of the works successfully completed by the Bidder as prime contractor, which are being furnished by us in support of qualifying requirements stipulated in the Sl.No (5) of clause No. IB 18.0 of Section '1', Instruction to Bidders (IB) (The Bidder should have experience of implementing "Web based Total Revenue Management Software Solution"; through its own software or through COTS (SAP/Oracle, etc.) software in at least one Govt. undertaking DISCOM/ESCOMs during last five years, but experience is must for a continuous period of Twelve months and project is operational as on the date of the bid submission.)

Work Name	Name of Employer	Description of Work	Contract Number	Value of contract Rs. Lakhs	Date of issue of work order	Specified period of completion	Actual date of completion	Performance Certificate No.	Remarks explaining reasons for delay in completion of work
1	2	3	4	5	6	7	8	9	10
TOTAL				0					

Note : Copy of orders and performance certificate for the proof of experience shall be uploaded.

Date

Place

Printed Name

Designation

Company seal

Bangalore Electricity Supply Company Limited

SCHEDULE - 3 (2 of 5) : TECHNICAL QUALIFYING REQUIREMENTS

SHEET FOR TECHNOCOMMERCIAL OPENING -SINGLE WORK EXECUTED

Digitalisation of Consumer Grievance Redressal Forum (CGRF) process and Auto escalation of complaints in BESCOM, MESCOM, HESCOM and GESCOM

Bid Enquiry No: BESCOM/2025-26/SE0286

Please fill Only in the Light Blue Coulured Cell.

Bidder's Name & Address along with GSTIN Number :

TO,
The General Manager (Ele), Customer Relation, BESCOM,

The details of the works successfully completed by the Bidder as prime contractor, which are being furnished by us in support of qualifying requirements stipulated in the Sl. No. (6) of clause No. IB 18.0 of Section '1', Instruction to Bidders (IB) (Bidder as a prime contractor should have satisfactorily completed at least one similar work such as experience of implementing "Web based Total Revenue Management Software solution, of value not less than

Work of Name	Name of Employer	Description of Work	Contract Number	Value of contract Rs. Lakhs	Date of issue of work order	Specified period of completion	Actual date of completion	Performance Certificate No.	Remarks explaining reasons for delay in completion of work
1	2	3	4	5	6	7	8	9	10
TOTAL				0					

Note : Copy of the DWA/PO and performance certificate shall be uploaded

Date

Place

Printed Name

Designation

Company seal

Bangalore Electricity Supply Company Limited

SCHEDULE - 3 (3 of 5) : FINANCIAL QUALIFYING REQUIREMENTS

SHEET FOR TECHNOCOMMERCIAL OPENING -ANNUAL TURNOVER

Digitalisation of Consumer Grievance Redressal Forum (CGRF) process and Auto escalation of complaints in BESCOM, MESCOM, HESCOM and GESCOM

Bid Enquiry No: BESCOM/2025-26/SE0286

Please fill Only in the Light Blue Couloured Cell.

Bidder's Name & Address along with GSTIN Number :

To

The General Manager (Ele),
Customer Relation,
BESCOM,
3rd floor, Corporate Office,
K.R.Circle,
BANGALORE - 560001.

Details of the Annual Turnover of the Bidder during the previous five Financial Years, which are being furnished by us in support of qualifying requirements stipulated in the Sl. No. (7) of clause No. IB 18.0 of Section '1', Instruction to Bidders (IB) (The Annual Turnover of the Bidder in at least two financial years in any of the previous five financial years i.e., (FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24) should not be less than Rs. 147.33 Lakhs)

SLNo.	Particulars	Mention Year	Amount(Rs.) Lakhs
	2019-20		
	2020-21		
	2021-22		
	2022-23		
	2023-24		

NOTE : Documentary Proof in support of the Annual turnover i.e., Audited Profit & Loss Statementes and Balance Sheets for the years FY 2019-20, 2020-21, 2021-22, 2022-23 & 2023-24 shall be uploaded.

Date		Name			
Place		Designation			
		Name of the Company			

Bangalore Electricity Supply Company Limited

SCHEDULE - 3 (4 of 5) : FINANCIAL QUALIFYING REQUIREMENTS

SHEET FOR TECHNOCOMMERCIAL OPENING - Liquid Assets

Digitalisation of Consumer Grievance Redressal Forum (CGRF) process and Auto escalation of complaints in BESCOM, MESCOM, HESCOM and GESCOM

Bid Enquiry No: BESCOM/2025-26/SE0286

Please fill Only in the Light Blue Couloured Cell.

Bidder's Name & Address along with GSTIN Number :

To

The General Manager (Ele),
Customer Relation, BESCOM,
3rd floor, Corporate Office, K.R.Circle,
BANGALORE - 560001.

Details of the Liquid Assets of the Bidder as on 09.09.2025 or at later date before submission of Bid, which are being furnished by us in support of qualifying requirements stipulated in the Sl. No. (8) of clause No. IB 18.0 of Section '1', Instruction to Bidders (IB) (The Liquid assets of the Bidder as on 09.09.2025 or at a later date before submission of the bid consisting of Cash at Bank + Term Deposits + Availability of fund based credit facility in any Nationalized/scheduled Bank should not be lesser than Rs. 18.42 Lakhs)

SLNo.	Particulars	Name of the Bank	ctioned Amount (	ilized Amount (I	Balance Amount(Rs.)
1	**Cash at Bank i)**				
2	**Term Deposits i)**				
3	**Availability of Fund based Credit Facility i)**				
	vii)				
	Total Amount of Liquid Asset				0

Note: If the bidder has banking in multiple banks, then available Liquid assets balance mentioned above on a particular date i.e., as on 09.09.2025 or at a later date before submission of the bid should be the same date for all banks. The cash at bank, bank deposits and availability of fund based credit facilities shall be supported by a certificate issued by Nationalized/ scheduled Bank shall be uploaded. In case of Fund based credit facility, the certificate issued by the Nationalized/ Scheduled Bank duly mentioning sanctioned limits, funds utilized so far and balance available as on 09.09.2025 or at a later date, before

Date		Name			
Place		Designation			
		Name of the Company			

NOTE : Documentary Proof in support of the Liquid Asset i.e., certificates issued by the Bank/Banks shall be uploaded.

Bangalore Electricity Supply Company Limited

SCHEDULE - 3 (5 of 5) : FINANCIAL QUALIFYING REQUIREMENTS

SHEET FOR TECHNOCOMMERCIAL OPENING -Existing commitments

Digitalisation of Consumer Grievance Redressal Forum (CGRF) process and Auto escalation of complaints in BESCOM, MESCOM, HESCOM and GESCOM

Bid Enquiry No: BESCOM/2025-26/SE0286

Please fill Only in the Light Blue Couloured Cell.

Bidder's Name & Address along with GSTIN Number :

TO,
The General Manager (Ele),
Customer Relation, BESCOM,
3rd floor, Corporate Office,
K.R.Circle,
BANGALORE - 560001

The details of the statements showing the value of existing commitments and on-going works as well as the stipulated period of completion remaining for each of the works are as follows, which are being furnished by us in support of qualifying requirements stipulated in Sl. No. (9) of clause No. IB 18.0 of Section '1', Instruction to Bidders (IB)

A. Existing commitments and on-going works:

Description of work	Location	Contract No & Date	Name & Address of Employer	Value of contract (Rs. Lakhs)	Stipulated period of completion	Value of works remaining to be completed (Rs.	Anticipated date of completion
1	2	3	4	5	6	7	8
TOTAL				0		0	

B. Works for which Tenders already submitted:

Description of work	Location	Name & Address of Employer	Estimated value of works (Rs. Lakhs)	Stipulated period of completion	Date when decision	Remarks (if any)
1	2	3	4	5	6	7
TOTAL			0			

Note:1. Documentary Proof in support of above shall be uploaded in the form of certificates issued by the officer not below the rank of the Executive Engineer of the concerned utility or Chatrered

Date

Place

Printed Name

Designation

Company seal

Bangalore Electricity Supply Company Limited

SCHEDULE-4 : TECHNICAL DEVIATION

SHEET FOR TECHNO-COMMERCIAL OPENING

Digitalisation of Consumer Grievance Redressal Forum (CGRF) process and Auto escalation of complaints in BESCOM, MESCOM, HESCOM and GESCOM

Bid Enquiry No: BESCOM/2025-26/SE0286

Please key in the SlNo., Volume , Section , Clause , Description as given in Bid sheets and finally your Statement Deviation/Variations.

This Sheet would be opened at the Techno-Commercial Opening.

For any further assistance for submitting your bids please call up BESCOM office. Please fill only in the blue coloured cells.

We agree to provide all original Documents in support of the information provided for verification upon request. (Key in as YES in the space provided)	
We understand that the electonic bid submitted by us is a valid offer in accordance with IT Act. (Key in as YES in the space provided)	
We are fully aware of the electronic bid formalities and abide by the same. (Key in as YES in the space provided)	
If you are not deviating from any of the clauses mentioned please key in as 'NO DEVIATION' in the space provided.	

Please fill Only in the Light Blue Couloured Cell.

Bidder's Name & Address along with GSTIN Numbe

TO,
The General Manager (Ele),
Customer Relation, BESCOM,
3rd floor, Corporate Office, K.R.Circle,
BANGALORE - 560001.

Dear Sir,

The following are the Technical Deviations and Variations from and exceptions to the Specifications and documents for the above tender.

These deviations and variations are exhaustive.Except these deiviations and variations, the entire work shall be performed as per your specification and documents.

Sl. NO.	VOLUME	SECTION	CLAUSE NO.	DESC. AS PER SPECIFICATION	STATEMENT OF DEVIATIONS/VARIATIONS

Note : Deviations specified elsewhere in the specification will not be considered.

Date		Name	
Place		Designation	
		Name of the company	

Bangalore Electricity Supply Company Limited

SCHEDULE-5 COMMERCIAL DEVIATION

SHEET FOR TECHNO-COMMERCIAL OPENING

Digitalisation of Consumer Grievance Redressal Forum (CGRF) process and Auto escalation of complaints in BESCOM, MESCOM, HESCOM and GESCOM

Bid Enquiry No: BESCOM/2025-26/SE0286

Please fill Only in the Light Blue Couloured Cell.

Please key in the SlNo., Volume , Section , Clause , Description as given in bid sheets and finally your Statement of Deviation/Variations.

For any further assistance for submitting your bids please call up BESCOM office. Please fill only in the blue coloured cells.

We agree to provide all original Documents in support of the information provided for verification upon request. (Key in as YES in the space provided)	
We understand that the electonic bid submitted by us is a valid offer in accordance with IT Act. (Key in as YES in the space provided)	
We are fully aware of the electronic bid formalities and abide by the same. (Key in as YES in the space provided)	
If you are not deviating from any of the clauses mentioned please key in as 'NO DEVIATION' in the space provided.	

Please fill Only in the Light Blue Couloured Cell.
Bidder's Name & Address along with GSTIN Number :

Dear Sir,

I/we have read each of the Clauses mentioned in INVITATION FOR BIDS , INSTRUCTION TO BIDDERS , GENERAL CONDITIONS OF CONTRACT, ETC., and COMMERCIAL TERMS AND CONDITIONS.

The following are the commercial Deviations and Variations from and exceptions to the Specifications and documents for the above tender enquiry. These deviations and variations are exhaustive. Except these deviations, the entire work shall be performed as per your specifications and documents.

Sl. NO.	VOLUME	SECTION	CLAUSE NO.	DESC. AS PER DOCUMENT	STATEMENT OF DEVIATIONS/ VARIATIONS

Note : Deviations specified elsewhere in the specification will not be considered.

Date		Name	
Place		Designation	
		Name of the company	

BANGALORE ELECTRICITY SUPPLY COMPANY

SCHEDULE - 06 PERFORMANCE GUARANTEE

SHEET FOR TECHNOCOMMERCIAL OPENING

Bid Enquiry No: BESCOM/2025-26/SE0286

Digitalisation of Consumer Grievance Redressal Forum (CGRF) process and Auto escalation of complaints in BESCOM, MESCOM, HESCOM and GESCOM

Bidder's Name & Address along with GSTIN Number :

The General Manager (Ele),
Customer Relation,
BESCOM,
3rd floor, Corporate Office,
K.R.Circle,
BANGALORE - 560001.

Dear Sir,

We Declare that the ratings and performance figures of the materials furnished by us under the contract are Guaranteed. We further declare that in the event of any deficiencies in meeting the guarantees in repect of the characteristics as established after conducting the performance test,you may at your discretion, reject the equipment, in which case we shall replace the same with equipment as per specification and meeting the guarantee, free of charge and within a resonable time, to be mutually agreed as per the terms and conditions of the bid documents.

Date		Name	
Place		Designation	
		Name of the Company	

BANGALORE ELECTRICITY SUPPLY COMPANY LIMITED

SCHEDULE 7 - Technical Staff Employed

SHEET FOR TECHNO-COMMERCIAL OPENING

Bid Enquiry No: BESCOM/2025-26/SE0286

Digitalisation of Consumer Grievance Redressal Forum (CGRF) process and Auto escalation of complaints in BESCOM, MESCOM, HESCOM and GESCOM

Bidder's Name & Address along with GSTIN Number :

To

The General Manager (Ele),
Customer Relation, BESCOM,
3rd floor, Corporate Office, K.R.Circle,
BANGALORE - 560001.

Details of Technical staff employed for execution of works

Sl. No.	Name of the employee	Designation	Branch (Degree/Diploma)	Year of Passing	Since when employed	Past Experience
1	2	3	4	5	6	7

Date

Place

Name

Designation

Name of the Con